



Department of
Children's Services

Child and Family Team Facilitator Certification Guide

Tennessee Department of Children's Services | Office of Child Permanency | May 2022



Table of Contents

Child and Family Team Meeting (CFTM) Facilitators	3
CFTM Facilitator Certification Process	3
Candidate Selection	3
Facilitator Certification Requirements	4
Skilled Facilitator Certification Training (CH4017)	4
Trainer Observation	4
Observation and Coaching	5
Assessment	5
Facilitator Professional Development Plan (PDP)	5
Approval	6
Facilitator Coach Certification Process	6
Facilitator Coach Requirements	6
Training	6
Observations	7
Approval	7
Maintaining Certification	7

Child and Family Team Meeting (CFTM) Facilitators

Facilitators at the Department of Children's Services serve in an essential role in ensuring the guidance and support of staff that strengthen safety, permanency, and well-being for children and their families. This manual outlines the initial facilitator certification for Full Time and Back Up Facilitators and the process for experienced and/or supervisory facilitators to become coaches.

- The CFTM Facilitator Certification Process prepares new facilitators with the skills, knowledge and abilities to guide staff and serve families through the CFTM process.
- The CFTM Facilitator Coaching Process prepares experienced facilitators to serve as mentors and supervisors to incoming facilitators.

CFTM Facilitator Certification Process

Candidate Selection

Regional leadership may select staff who demonstrate a high level of skill and abilities in the following areas: ensuring that the perspective of all CFTM members are heard, consensus building, conflict resolution, creating family plans, ability to show empathy genuineness and respect to all CFTM members, coaches peers in best practices, exhibits timely and quality documentation. New facilitator candidates must be selected by regional leadership including the Team Coordinator, the candidate's immediate supervisor and the regional facilitation supervisor. Facilitator candidates must have a coach assigned to them when they are selected to guide them through the certification process. Regional staff will identify a coach for each candidate once they complete their coursework.

Once the candidate is selected, the facilitator coach follows the link to complete the Facilitation Certification Candidate Request form:

[**CS-1205, Facilitator Certification Candidate Request.**](#)

Candidates are certified by members of their Certification Team. The Facilitator Certification Team includes the candidate's supervisor, the facilitation coach, and the facilitator supervisor for the region.

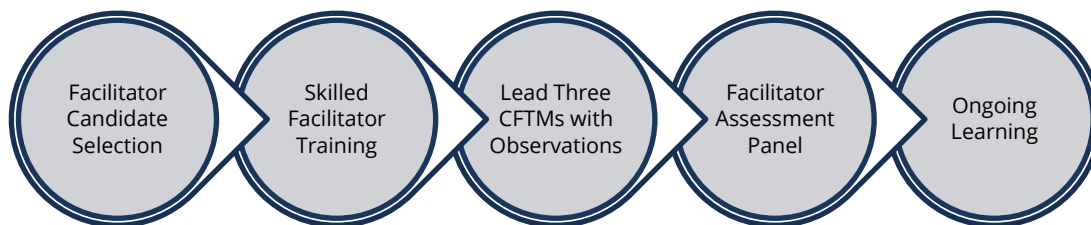
The DCS Office of Training and Professional Development (OTPD) receives the candidate request, and assists the candidate in registering for the Skilled Facilitator Certification training that will initiate the process.

Facilitator Certification Requirements

The Facilitator Certification Process includes the candidate completing the following:

- ✓ Skilled Facilitator Certification Training;
- ✓ Training observation form completed from the trainers in the candidate's Skilled Facilitator Certification Training;
- ✓ Facilitate three CFTM's under the observation of certification team members who provide feedback to the candidate and complete the observation form;
- ✓ Facilitate a CFTM for their Facilitator Certification Assessment under the observation of a certification team member who will complete the Facilitator Certification Assessment document;
- ✓ The certification team will develop a Professional Development Plan together with the candidate; and
- ✓ Submit all documents together for review for certification to the Director of Permanency Planning.

All steps must be complete within six (6) months of the candidate completing the training. If the process goes beyond the six (6) month timeframe, the candidate may not be certified. The candidate can submit a memo outlining the barriers to timely completion to the Director of Permanency Planning to request a waiver of this timeframe.



Skilled Facilitator Certification Training (CH4017)

The intention of the thirty (30) hour Skilled Facilitator Certification training is to develop communication skills, clarify the roles of the CFTM members, develop consensus building and conflict resolution skills, integrate assessments into CFTMs and family plans, and develop quality documentation skills for facilitators.

Trainer Observation

Following the completion of the candidate's training, the trainers complete [CS-1207, Facilitator Certification-Trainer Observation](#) form and provide that document to the Certification Team. This document is submitted along with form [CS-1204, Facilitator Certification Assessment](#).

Observation and Coaching

Facilitator candidates may observe and shadow CFTMs prior to leading their own meeting if they feel it is needed, however, this is not a requirement. For certification, candidates lead three meetings with a member of the Facilitator Certification Team observing, providing coaching and feedback documented on form [CS-1206, Facilitator Certification-Observation](#). The purpose of the observations and feedback is for the candidate to gain insight from the coaching and feedback and integrate that information into the next CFTM they lead. For certification, these three (3) [CS-1206, Facilitator Certification-Observation](#) forms are submitted as part of the certification documents.

Assessment

Once the three observation CFTMs are complete, the Facilitator Certification Assessment is scheduled and completed. The person completing the assessment must be part of the certification team and have observed and completed the observation form for at least one of the meetings included in this assessment.

- Prior to the assessment, the facilitator coach will review the observation forms to become familiar with the professional development of the candidate. The facilitator coach consults with other members of the Facilitator Certification Team about the candidate's professional development.
- For the assessment itself, the facilitator candidate leads a CFTM under the observation of a full-time facilitator coach. The coach observes the process of the candidate from the meeting preparation, to the CFTM, through the debriefing and documentation. The coach takes all of the process in consideration to complete the assessment.
- The coach reviews this document with the candidate and the candidate's supervisor and the Professional Development Plan is completed. Once all parties review and complete this document, they provide signatures and submit as part of the certification documents.

Facilitator Professional Development Plan (PDP)

DCS Certified Facilitators are selected and certified based on their skills and abilities related to being leaders through the CFTM process and fostering best practices in service to children and families. The purpose of the Professional Development Plan for DCS Facilitators is to build on the strengths, address gaps in skills, and support the facilitator in gaining confidence and credibility. All new DCS Facilitators have a PDP that is individualized based on form [CS-1204, Facilitator Certification Assessment](#). This document is part of the Facilitator Certification Assessment and is submitted as part of the certification documents.

Approval

Once the Observations, Assessment and PDP are completed, the forms are submitted together, along with the trainer observation form to the Director of Permanency Planning in Central Office or designee. The Director of Permanency Planning/designee has two weeks to review and approve the candidate for skilled facilitation practice.

Facilitator Coach Certification Process

Effective mentoring and coaching within child welfare practice is increasingly being recognized as an effective way to develop and improve practice and promote professionalism. The role of the DCS Certified Facilitator is to provide peer to peer coaching to caseworkers and other facilitators engaged in the CFTM process.

Facilitator Coach Requirements

- ✓ Be nominated by regional leadership including the coach's supervisor and the regional facilitation supervisor;
- ✓ Served as a full time DCS Certified Facilitator for a minimum of one year;
- ✓ Complete the Advanced Facilitation Training;
- ✓ Complete the Child Welfare Supervision in Action Training;
- ✓ Observation of the coaching candidate facilitating a CFTM; and by the regional facilitation supervisor.
- ✓ Observation of the coaching candidate by the regional facilitator supervisor in a coaching situation.

Training

Prior to becoming a DCS Certified Facilitator Coach, candidates must complete the following trainings. Candidates can find the following course on the [Staff Training Calendar](#) and register for the courses in Edison.

- ✓ **Advanced Skilled Facilitator** (CHDE4043) provides DCS Certified Facilitators with a two-day course intended to advance their skill level in practice by focusing on the most challenging aspect of their work. Topics include a focus on the [DCS Child and Family Team Meeting Guide](#), use of technology in CFTMs, effective engagement, documentation, use of formal assessments in family planning, and effective internal teaming.
- ✓ **Child Welfare Supervision in Action** (CHDE1517) Provides DCS Certified Facilitators with a one-day course that instructs participants in adopting a coaching mindset in the work they do with internal teams. This course shows how coaching is a collaborative approach

to communication that engages, identifies strengths, encourages critical thinking, and increases accountability in reaching an individual's full potential.

Observations

A facilitation supervisor observes the coaching candidate in a CFTM setting. It is expected that the full time facilitator has mastered the skills and abilities outlined in the initial Facilitator Certification Assessment and demonstrates them in the CFTM. The supervisor provides feedback to the candidate around their strengths and opportunities as a DCS Certified Facilitator on the [**CS-1206, Facilitator Certification-Observation Form**](#).

A facilitation supervisor observes the coaching candidate in a coaching setting and provides feedback on the [**CS-1208, Facilitator Coaching Certification-Observation Form**](#). The candidate is expected to implement the skills and abilities related to coaching as outlined in the Child Welfare Supervision in Action Training. These competencies are presence, listening, using reflective and clarifying questions, providing feedback (as appropriate) and creating accountability.

Approval

Once the requirements are met, the facilitation supervisor provides coaching certification forms to the Director of Permanency Planning/designee for approval. The Director of Permanency Planning/designee has two weeks to review and approve the Skilled Facilitator as a Facilitator Coach.

Maintaining Certification

To maintain certification as a Skilled Facilitator, each facilitator must continue to demonstrate a high skill level of practice as a facilitator of child and family team meetings. Each year, Central Office staff will contact the supervision of Full Time and Back Up Facilitators to confirm the employee continues to have the skill level to serve as a Skilled Facilitator. This confirmation is captured in TFACTS where the Skilled Facilitator License is recorded. If an employee no longer maintains the level of skill needed to facilitate meetings, their Skilled Facilitator License will be suspended. Additional training should be offered in an effort to help the employee improve their skills and return to facilitating meetings.